

Retirement living Victoria

Resident Dispute Procedure



Your right to raise a concern

How to make a complaint, what to expect from us, and where else to turn for support. This guide must be provided to you within 2 business days of your request.

Our commitment to you

We are committed to limiting disputes within the village through open communication, timely handling of concerns and giving every resident the opportunity to provide honest feedback without fear of negative consequences.

Every complaint is taken seriously. We aim to resolve issues fairly and as quickly as possible, in consultation with you.

This document is based on the requirements of the *Retirement Villages Act 1986 (Vic)* and applies to Churches of Christ retirement villages in Victoria. This procedure must be provided to you within two business days of a request. Version 1.0, May 2026.

How to raise a concern

Depending on the nature of your concern, you can contact our Retirement Living Manager, Regional Manager, or General Manager – Seniors Living. Complaints can be made in writing, by telephone, by email, or in person.

You may also:

- Submit feedback confidentially via our website at cofc.com.au/contact-us/feedback-and-complaints. You may remain anonymous, though this may limit our ability to take action.
- Complete a **Your Thoughts, Our Focus** feedback form, available from the Community Centre and Administration Office. Place completed forms in the village communications box.

You are not required to use our internal process. You may seek information, advice, or assistance through external organisations at any time—see the **External support options** section on the back page.

Two types of concerns

Type 1 – Management Concern	Type 2 – Resident Concern
<p>A complaint by a resident against Churches of Christ as the operator or proprietor of the village.</p> <p>This includes concerns about:</p> <ul style="list-style-type: none"> • How the village is controlled, managed, or administered • Any act or omission affecting your use or enjoyment of village land or services • Refusal of permission for a person to live in the village • Unreasonable refusal to consent to addition, removal, or alteration of a fixture or fitting • Reinstatement disputes, including reinstatement notices and the cost or completion of renovations • Failure to provide or amend a condition report • Maintenance charges and capital maintenance or replacement costs • Variation of a service or facility • Emergency plans, safety inspections, key safety information, and evacuation exercises • Apportionment of capital losses compared with capital gains • Amounts payable when a resident vacates during the settling-in period • Limitations on services provided by third parties • Compliance or non-compliance with the Act or regulations 	<p>A complaint made by one resident against another resident about an act or omission within the village that affects:</p> <ul style="list-style-type: none"> • Another resident's use and enjoyment of village land • Another resident's use of services provided by the operator <p>A management concern and a resident concern are distinct—one does not include the other.</p>



What happens after you raise a Management Concern

When you make your complaint

Please provide the following details to help us address your concern:

- What the complaint is about
- When it arose
- Any action you have already taken
- Whether the matter is ongoing
- How you think it can be resolved (*if known*)

If any of the above is missing from your initial complaint, we will ask you for the remaining information.

How we handle it

1. We will create a written record of your complaint and give you a copy as soon as practicable after receiving it.
2. We will engage with you to understand your concerns and what you are seeking to resolve them.
3. We will explore resolution options and, where practicable, agree on a suitable course of action with you.
4. We will manage your complaint in a timely, fair, and respectful manner, keeping you updated throughout.

If your complaint is not resolved within 72 hours, we must create and maintain a formal written record explaining why it is unresolved and what steps are being taken. Records are retained for seven years.

Note: A written record is not required if we reasonably believe a resolution has already been reached to your satisfaction.

Records and annual reporting

We keep a record of all disputes raised within the village, including outcomes and actions taken.

Each year at our annual meeting, we report on the number and nature of disputes from the previous year, outcomes, and any changes made in response.

This report does not identify individual parties. A copy of the annual dispute report is submitted to the Director of Consumer Affairs Victoria within 14 days of the annual meeting. **All dispute records are retained for seven years.**

Written confirmation

Where a concern remains open, we will write to confirm:

- The issues to be resolved
- The outcomes being sought
- How you will be kept informed
- How you will be advised of the outcome

Outcome

- **If resolved:** We will send you a letter confirming the resolution and its details.
- **If unresolved:** We will write to explain why and inform you that you may seek assistance from the **residents' committee**, contact **Consumer Affairs Victoria**, or contact the **Dispute Settlement Centre of Victoria (DSCV)** for advice on dispute resolution assistance. (*Contact details are provided on the following page.*)

External support options

You are not required to use our internal process. The following organisations can provide independent information, advice and support at any time.

<p>Consumer Affairs Victoria P 1300 558 181 (Mon–Fri, 9:00am–5:00pm) GPO Box 4567, Melbourne Vic 3001 Information and advice about your rights and dispute-resolution options.</p>	<p>Dispute Settlement Centre of Victoria (DSCV) P 1300 372 888 W vic.gov.au/contact-dscv Free and confidential conciliation for both management and resident disputes.</p>
<p>VicAssist — Retirement Villages P 1300 528 994 vic.gov.au/retirement-village-dispute-help Conciliation and support service specifically for retirement village disputes.</p>	<p>Residents' Committee In a resident dispute, your residents' committee can offer assistance and support.</p>
<p>Retirement Living Code of Conduct Churches of Christ is a signatory to the <i>Retirement Living Code of Conduct</i>. Residents may access the complaint-management framework available under the Code. https://www.cofc.com.au/getattachment/c2e48763-6147-4a31-9cb0-3ef89f6e323e/Current-Retirement-Living-Code-of-Conduct_January-2025.pdf</p>	<p>Independent legal advice You may obtain independent legal advice from a lawyer of your choosing at any time.</p>

Who to contact

You may raise a concern directly with the Retirement Living Manager, Regional Manager, or General Manager – Seniors Living. The Regional Manager or General Manager are available if the Retirement Living Manager is unavailable, is not empowered to deal with the dispute, or if your complaint involves them directly.

Primary contact	Kate McGuire , Retirement Living Manager P 0418 755 834 03 9582 5400 E kate.mcguire@cofcqld.com.au 75 Keilor Road, Essendon Vic 3040
Alternative contact	Rick Pandit Sharma , Regional Manager P 0417 218 410 E rick.panditsharma@cofcqld.com.au 41 Brookfield Road, Kenmore Qld 4069
Senior escalation	Camilla Taylor , General Manager – Seniors Living E camilla.taylor@cofcqld.com.au 41 Brookfield Road, Kenmore Qld 4069

Note: The alternative contact person must hold a senior management position and must not be the primary contact person, a relative or friend of the primary contact person, the operator, or the officer who made the nominations. You may also submit feedback confidentially at cofc.com.au/contact-us/feedback-and-complaints.

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